

**COUNTY OF SAN DIEGO  
VOLUNTEER REPORT FORM  
PERIOD JULY 1, 1997 - JUNE 30, 1998**

**1. DEPARTMENT/COURT INFORMATION:**

Department/Court: Department of the Public Defender -----

Division/Unit: Information Technology Division -----

**2. VOLUNTEER PROGRAM BENEFITS:**

- a. GENERAL VOLUNTEER (this section should include community volunteer, student intern, groups, corporations, etc.)

No. Vol.	<u>12</u>	Hours	<u>614</u>	x	<u>\$13.74</u>	=	<u>\$8,436.36</u>
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Types of work performed by GENERAL VOLUNTEERS in this category:

The volunteers complete basic Novell NetWare Administrative duties; install software on workstations; install hardware (ie. Monitors, PCs, Printers); setup and configure network computers; assist in maintaining inventory database; and assist computer specialist on routine service calls.

- b. INSTITUTIONAL VOLUNTEER (this section should include court referrals, honor camp inmates, PIC-RETC, GAIN, etc.)

No. Vol.	<u>0</u>	Hours	<u>0</u>	x	<u>\$13.74</u>	=	<u>\$0.00</u>
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Types of work performed by INSTITUTIONAL VOLUNTEERS in this category:

- c. SPECIALIZED VOLUNTEERS (this section should include utilization of Special Volunteers in positions requiring specific skills and/or expertise levels, for example, an attorney, physician, sports figure or celebrity. These specialized positions have verifiable compensation levels (VCL). If you have such a volunteer, please indicate the position, hours and compensation level below.)

<u>Position</u>	<u>Hours</u>	x	<u>VCL</u>	=	<u>Dollar Benefit</u>
Legal Intern(s)	<u>0</u>	x	<u>13.74</u>	=	<u>\$0.00</u>
Paralegal Intern(s)	<u>0</u>	x	<u>13.74</u>	=	<u>\$0.00</u>
Investigator Intern(s)	<u>0</u>	x	<u>13.74</u>	=	<u>\$0.00</u>
		x		=	

<u>No. Vol.: 0</u>	<u>Total Hours: 0</u>	<u>Total Value: \$0.00</u>
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Types of work performed by SPECIALIZED VOLUNTEERS in this category:

d. TOTALS OF DEPARTMENT VOLUNTEERS (from above):

No. of Volunteers	Hours	Dollar Benefit
2a: 12	614	\$ 8,436.36
2b:		\$
2c:		\$
<b>TOTALS:</b> 12	614	<b>\$8,436.36</b>

3. DONATIONS TO VOLUNTEER PROGRAM:

Please list all donations to the department's Volunteer Program including monetary donations and tangible/intangible items. Items such as computers, art time, transportation, books, etc. Please assign a fair market value to each and add to the total value of the donations section.

<u>Item Donated</u>	<u>Value</u>	<u>Item Donated</u>	<u>Value</u>
_____	\$ _____	_____	\$ _____
_____	\$ _____	_____	\$ _____

**TOTAL VALUE \$ 0.00**

4. VOLUNTEER PROGRAM COSTS:

- a Cost of Direct Supervision of Volunteers (total hours of direct supervision times hourly rate of staff person(s) directly supervising program volunteers.)

Hours 110 x Rate \$19.00 =

**\$ 2,090**

- b Cost of Program Coordination (total hours of program coordination times hourly rate of coordinator(s). This section should include coordination of staff, compiling statistics, job description preparation, volunteer placements and recognition, etc.)

Hours 48 x Rate \$19.00 =

**\$ 912**

c. Other program costs (volunteer training materials/supplies, recognition costs, etc.):

Item	Cost
TOTAL OF OTHER PROGRAM COSTS	= \$ <u>0.00</u>

d. TOTAL OF VOLUNTEER PROGRAM COST = \$ 3,002.00  
(add 4a, 4b, and 4c)

5. NET BENEFIT TO DEPARTMENT FROM VOLUNTEER PROGRAM:

a. Total Dollar Benefits of Volunteers, Item 2d (Page 2)	\$ <u>8,436.36</u>
b. Total of Donations to Volunteer Program, Item 3 (Page 2)	\$ <u>0</u>
ADD a + b	\$ <u>8,436.36</u>
c. Subtract Total of Volunteer Program Costs, Item 4d (Page 3)	(\$ <u>3,002.00</u> )
<b>TOTAL PROGRAM BENEFIT</b>	<b>\$ <u>5,434.36</u></b>

6. RECRUITING:

Please describe your recruiting programs:

The Departmental Computer Specialist includes the following recruiting methods. Contact and send posting to colleges, for example Coleman, Grossmont, Southwestern, and SDSU; the selection will be by review of a resume and an interview. The resume will be retained for one semester as a recruiting source if an opening becomes available, background checks are necessary due to the exposure to confidential information.

7. SPECIAL VOLUNTEER PROGRAM ACTIVITIES/ACHIEVEMENTS:

Please describe any special activities and/or achievements your program was involved in during the period of this report. The students have learned how to configure hard drives, install network interface cards (NIC), and 3.5 inch disk drives. This has led to an increase in customer service response and the completion of upgrades at each branch office. The interns have been instrumental in converting the outdated WSLAN mainframe application with the County standard application through Windows for Workgroups 3.11 product called Rumba. Interns must download the Rumba application on each LAN PC's hard drive, with the interns the entire Central Downtown PD office was completed. By having the students completed help desk calls the research data may be updated on a monthly basis at each PD and APD office. The interns have also been trained and assisted with migrating from Office to Groupwise E-mail, which also entailed installing the program on every LAN PC. The

interns have assisted the IT team to provide training sessions to employees. More importantly, various interns have been successful with learning and loading programs such as Internet Explorer, which is an application used to provide legal research for attorney, law clerks, and investigators through the County of San Diego's Internet.

**8. VOLUNTEER PROGRAM GOALS FOR FISCAL YEAR 1998-99:**

Please describe your program goals. Include activities, number of volunteers, recruitment, training, recognition and other goals. The program goals for the intern program will be to provide efficient and effective customer service to the departments by continuing with the enhancements necessary to assist administration, attorneys, investigators, and support staff. This will include retaining 5 interns, with a duration of approximately 128 hours. The recruiting and training methods will be improved by incorporating a contract of 3 months which will include training and a return to both departments. This will provide a win-win situation for the department of having assistance from volunteers and give the interns an opportunity for hands-on training.

**9. GENERAL INFORMATION:**

Name of Person Completing Report: Martha Ruth Galvan

Phone Number: (847) 338-4625 Mail Stop: C-277 E-Mail: rgalvapd@san-diego.ca.us

Volunteer Coordinator: Martha Ruth Galvan

Phone Number: (619) 338-4625 Mail Stop: C-277 E-Mail: rgalvapd@san-diego.ca.us

**10. DEPARTMENT CERTIFICATION:**



DEPARTMENT HEAD SIGNATURE

9-3-98  
DATE

### **VOLUNTEER PROGRAM GOALS FOR FISCAL YEAR 1998-99:**

Please describe your program goals. Include activities, number of volunteers, recruitment, insinute, recognition and other goals:

Our recruiting goals are to increase the current recruiting and training and use consistent volume of volunteers. Ultimately, we would like to have eight law students and two to three paralegal interns/volunteers a semester.

## **9. GENERAL INFORMATION:**

Name of Person Completing Report: Jo Pastore

Phone Number: (757) 974-5799 Mail Stop: P-300 E-Mail: jpastorpd@sab-diego.ca.us.

Vol-meet Coordinator: *Stanley Jones*

Phone Number: (619) 338-1835 Mail Stop C-277 E-Mail: sjouespd@sas.diego.ca.us

**10. DEPARTMENT CERTIFICATION:**

**DEPARTMENT HEAD SIGNATURE**

9-3-38

DATE